

GOODFRIEND SUCCESS STORY

Leadership Coaching – Professional Services Executive

Challenge

Leadership team members had lost confidence in one of their peers, another professional services executive. Individual had challenges with delegation, listening skills, communication during meetings and in collaborating with other executives in delivering services

Coaching

- 9-month one-on-one leadership development program
- Eye-opening feedback from leadership team members and other internal stakeholders
- Use of the Birkman Method in relating to themes from feedback gathered
- Commitment to development goals and action plan including input from top executive
- Ongoing development coaching and progress assessment

Outcomes

This individual made some significant improvements that were noticed during group meetings and one-on-ones. One of his peers described it this way, *“I have to admit you did a great job with him. I had my doubts and was definitely proved wrong! I have much respect for him now.”*

